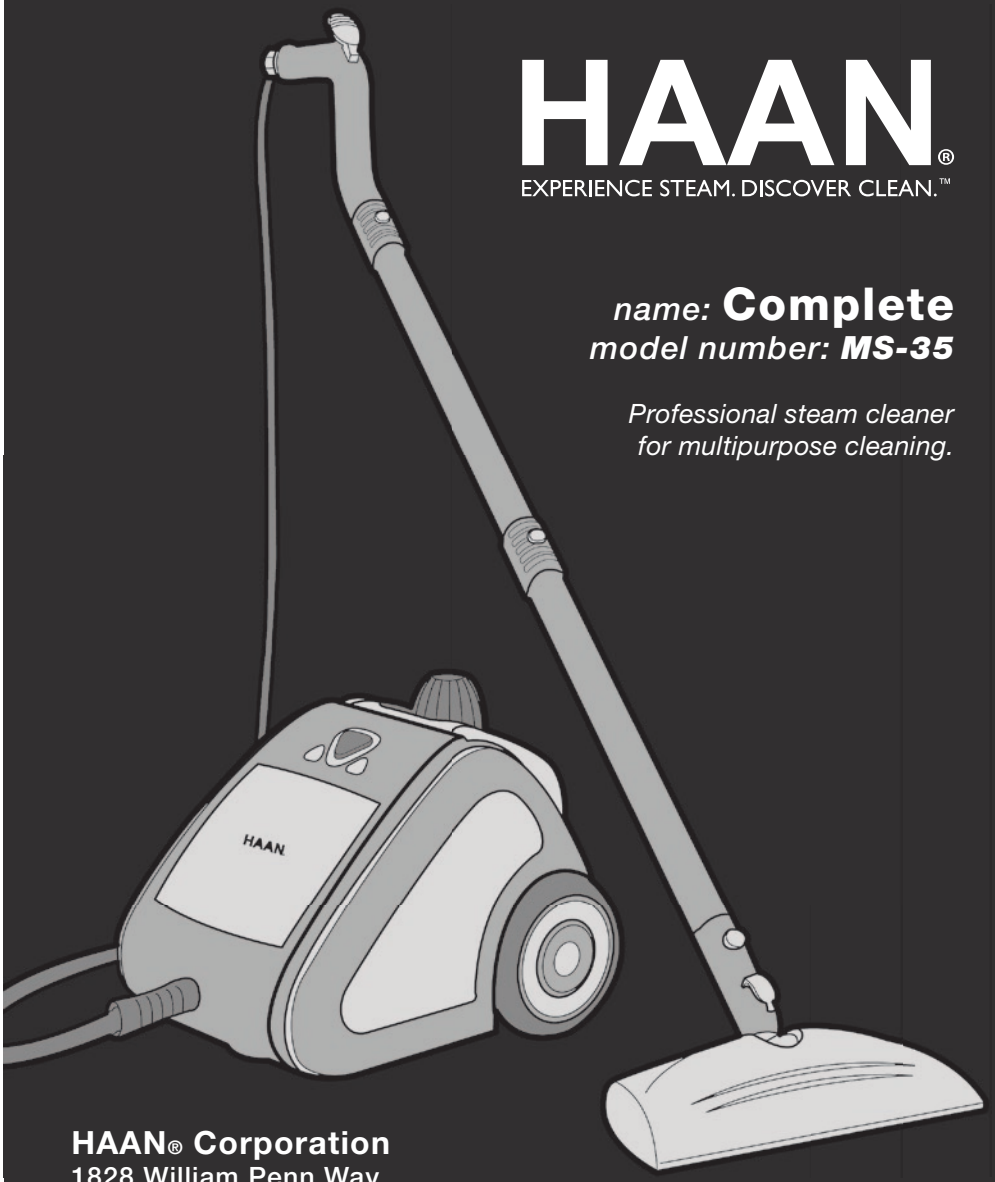
Instruction Manual

HAAN®

EXPERIENCE STEAM. DISCOVER CLEAN.™

name: **Complete**
model number: ***MS-35***

Professional steam cleaner
for multipurpose cleaning.



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Introduction

Clean and sanitize nearly every surface in your home with the awesome power of steam!

Congratulations on purchasing the **HAAN®** MS-35 *Complete* Multi-Function steam cleaner. From the house to the garage, the Complete brings you an easy way to steam clean your hard surface floors, as well as dozens of other surfaces, including all the nooks and crannies throughout your home.

The *Complete* uses steam to remove tough grease, dirt and grime. Steam is nature's purest and most powerful cleaner for safely cleaning all hard surfaces in your home without harsh chemicals, for a perfectly ecological approach. No film, no residue – just clean, germ-free surfaces.

The **HAAN®** Complete is so easy to assemble, you can put it to use right away – anywhere you want to clean and sanitize – from your kitchen and living room to your bathroom floors.

Look for the **HAAN®** "steamlet" symbol in this manual for Helpful **HAAN®** Hints that will help you make the most of your new **HAAN®** *Complete* Steam Cleaner.

Backed with a one-year limited warranty, your quality **HAAN®** *Complete* is sure to give you years of dependability. And our Customer Care representatives are available to answer any of your questions about your new steam cleaner.

Thousands of customers have already fallen in love with **HAAN®** steam products. We're confident you will, too.

Thank you again for purchasing the **HAAN®** *Complete* Multi-Function steam cleaner.

The **HAAN®** *Team*

Important Safety Information

FOR MULTIPURPOSE CLEANING

IMPORTANT

Be sure to read **ALL** instructions and warnings **before** use.

WARNING

Risk of electrical shock - be sure to read and follow all instructions and warnings.

CAUTION

The MS-35 emits steam at 212˚F to sanitize the area of use. This means that the steam head, Ultra-MicroFiber Pads and attachments get very hot during use. Care should be taken when using this appliance and DO NOT touch them during use except in the approved manner as outlined in this manual.

SAVE THESE INSTRUCTIONS

Basic precautions should be observed when using an electrical appliance, including the following:

1. Do not direct steam at people, animals, or at electrical outlets.
2. Do not expose to rain or use outdoors. Store indoors.
3. Never leave your product in one spot on any surface for any period of time. Always place on the floor protector pad and make sure that the product is turned off.
4. Unplug from outlet when not in use and before conducting maintenance or troubleshooting.
5. Do not leave product unattended.
6. Do not leave the product connected to an electrical outlet when not in use.
7. Do not service product when it is plugged in.
8. Do not use with damaged cord or plug.
9. Do not use product if it has been dropped, damaged, left outdoors or dropped into water. Return to a service center.
10. Do not handle product with wet hands.
11. Do not pull or carry by cord, use cord as a handle, close door on cord, bend the cord excessively, pull cord around sharp corners, place heavy objects on it or expose cord to heated surfaces. If the power cord has become knotted and, or worn, contact the service center for a replacement power cord.
12. Do not unplug by pulling on cord. Unplug by grasping the plug, not the cord.
13. Do not use appliance in an enclosed space filled with vapor given off by oil-base paint thinner, some moth-proofing substances, flammable dust, or other explosive or toxic vapors. When is use, never turn the product over on its side.
14. Do not allow to be used as a toy. Pay close attention when used near children, pets or plants. Do not leave your product unattended while plugged in.
15. Do not use on leather, wax polished furniture or floors, synthetic fabrics, velvet or other delicate, steam-sensitive materials.

Important Safety Information

WARNING

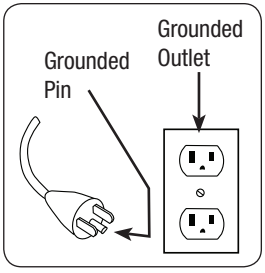
To avoid circuit overload, DO NOT operate another appliance on the same electrical outlet (circuit).

CAUTION

DO NOT operate your product if the power indicator light flickers. Contact the HAAN® Customer Care Center at the number shown below.

16. Do not immerse in water or any other liquids.
17. Do not use for any purpose other than described in this User Manual. Use the product only for its intended use and only as described in this manual.
18. Use only manufacturer's recommended attachments – use of attachments not provided or sold by **HAAN®** may cause fire, electric shock or injury.
19. Never put any aromatic oils or perfumes, chemicals, alcohol or detergent products into the steam cleaner, except those approved by **HAAN®**. Non-approved additives may damage the unit or make it unsafe for use.
20. Do not put any foreign objects into openings. Do not use with any opening blocked.
21. If the circuit breaker activates while using the steam function, discontinue product use immediately and contact the customer support center. (Beware of the risk of electrical shock.)
22. Do not allow the product to be disassembled and/or modified by anyone other than an authorized service technician. (Doing so can result in fire and/or electrical shock.)
23. Never use your product on hard surface floors without the Ultra-Microfiber Pad or the Carpet/Rug attachment in place.

IMPORTANT



WARNING

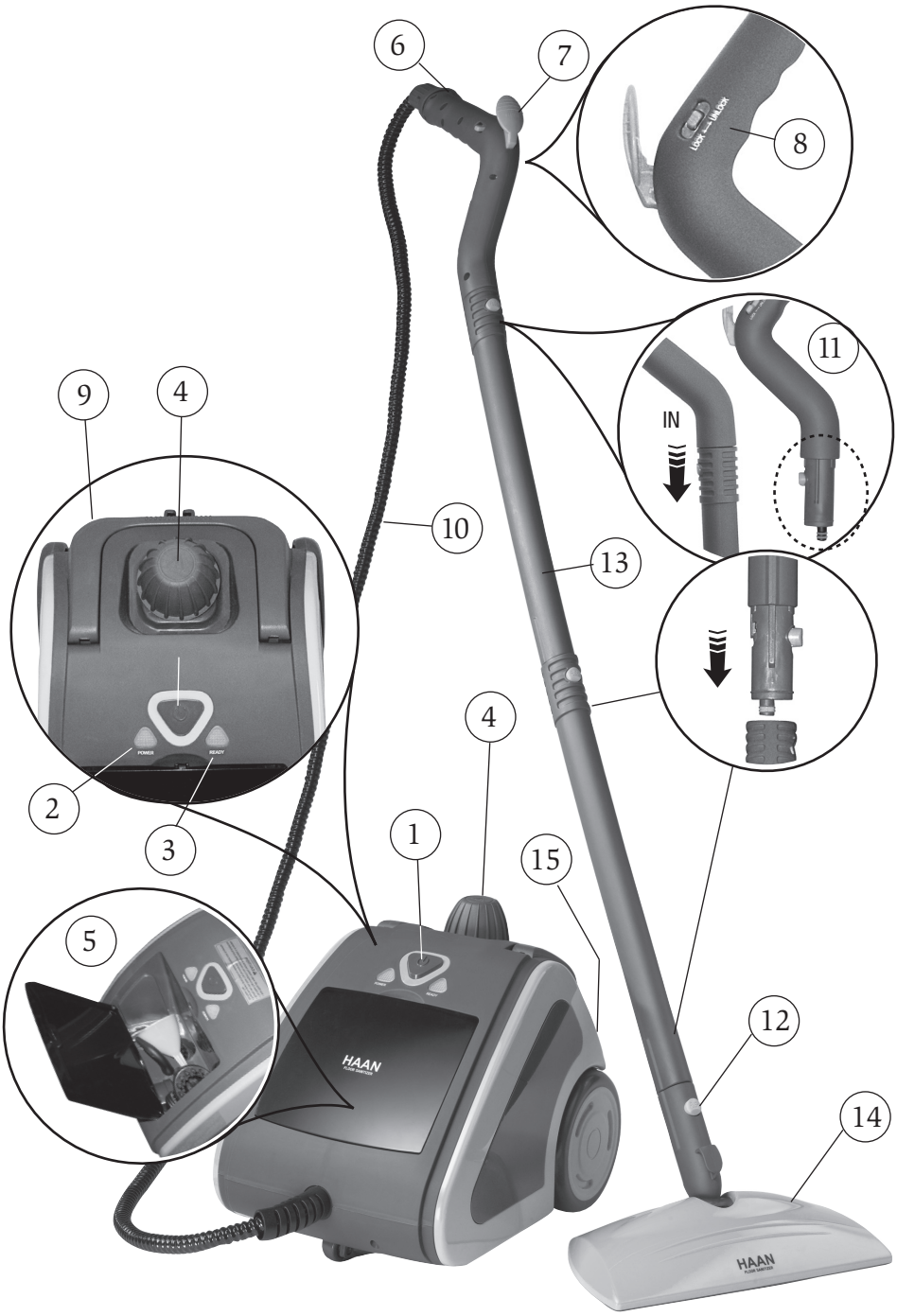
DO NOT modify the plug. Improper connection of the equipment-grounding conductor can result in a risk of electrical shock.

Grounding Instructions:

The **HAAN®** MS-35 must be connected to a grounded (3-prong) wiring system. Grounding provides a safe path of least resistance for electrical current, in the event the unit should malfunction or break down, thereby reducing the risk of electrical shock. The cord for this product has an equipment-grounding conductor and a grounding plug. Do not plug it into an outlet that is not properly installed and grounded in accordance with all local codes and ordinances.

Check with a qualified electrician or service person if you aren't sure if the outlet is properly grounded. If it will not fit the outlet, have a proper outlet installed by a qualified electrician. This appliance is designed for use on a nominal 120-volt circuit and has a grounding attachment plug as illustrated above. Make certain that the appliance is connected to an outlet having the same configuration as the plug. ***No plug adapter should be used with this appliance.***

Product Description



Product Description

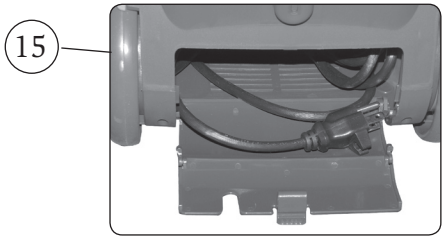
FEATURES:

1. Power Button - for easy ON/OFF steam operation.
2. Power Light - indicates when the unit is on.
3. Steam Ready Light - lets you know when the unit is ready to begin steaming.
4. Water Tank Cap - extra-large for a sure grip when removing to fill tank and when tightening before use.
5. Storage Compartment - for convenient storage of many MS-35 accessories.
6. Ergonomic Handle - designed to be comfortable and stay cool.
7. Steam Trigger - releases the steam in a hot, pentrating spray to tackle your sanitizing, floor to ceiling.
8. Steam Lock Switch - pushes forward easily to lock the Steam Trigger down and provide continuous steam.
9. Carry Handle -perfect for carrying the unit up stairs or from one room to another.
10. Steam Hose - ribbed for flexibilty it stays cool while channeling the flow of steam from the main unit to the Steam Nozzle or Steam Head.
11. Snap-Lock Connection - found inside at the handle and on each Extension Pole, they are specially designed to connect all MS-35 attachments.
12. Connection PUSH Buttons (3) - quick, secure connections click poles together, attach accessories with ease and allow for easy changes.
13. Extension Poles (2) - to attach individual accessories for special cleaning tasks or click together to create a long pole for floor cleaning.
14. Floor and Countertop Steam Head - for cleaning hard-surface floors and other large surfaces.
15. Cord Storage Compartment - convenient storage for power cord

HELPFUL HAAN® HINT:
12 Powerful Steam Jets are spaced perfectly to cover more floor in less time. Be assured you are steam cleaning when you push the machine forward, as well as when you are pulling it back.

HELPFUL HAAN® HINT:
To extend the life of your Ultra-MicroFiber Pads, always place your unit on the floor protector/resting pad while the unit heats up, and attach the Ultra-MicroFiber pad when the unit is ready to use.

HELPFUL HAAN® HINT:
Using the product with the Carpet Attachment will not lift all set-in stains from your carpet but our patented Ultra-MicroFiber Pad may be used to act as a “blotter” for removing most fresh, wet spills and stains.



Product Description

Deluxe Accessory Kit

Items packaged in storage compartment of canister:
3, 4, 5, 6, 7

Items packaged in white accessory bag:
8, 9, 10, 11, 12, 13, 14

Product Description

The MS-35 Complete includes the Deluxe Accessory Kit. Make sure to check for all your accessories:

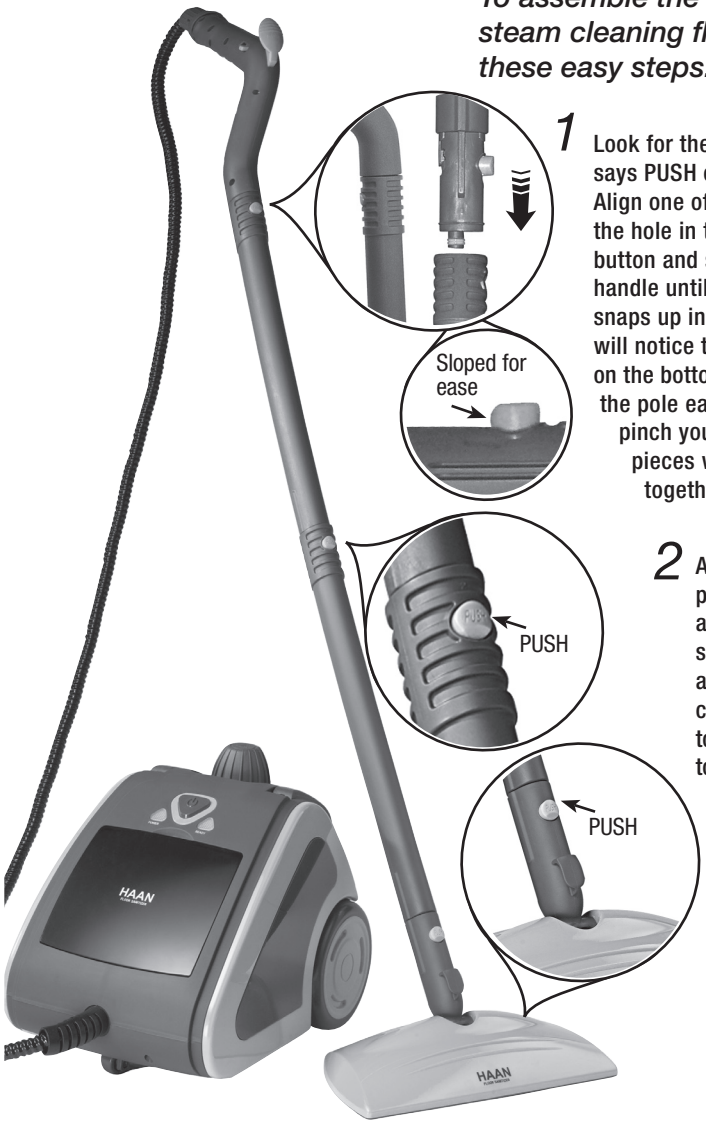
1. Extension Poles (2) - to attach individual accessories for special cleaning tasks or click together to create the perfect length for every steaming job.
2. Floor and Countertop Steam Head (1) - for cleaning hard-surface floors and other large surfaces.
3. Attachment/Steam Jet Nozzle (1) - focuses the spray of steam from the unit and serves as the base to which all other accessories are connected.
4. Large Scrub Brush (1) - makes fast work cleaning larger surfaces and objects.
5. Angled Nozzle (1) -gets under rims and into corners.
6. Small Detail Brush (1) - perfect for delicate surfaces and small nooks & crannies.
7. Round Wire Bristle Brush (1) - for tough scrubbing chores, including brick or cement.
8. Ultra-Microfiber Cleaning Sock - attaches to Garment/Surface Attachment to clean counter tops and other hard surfaces.
9. Garment/ Flat Surface Attachment (1) - use for steaming out wrinkles in clothing, sanitizing upholstery, bedding and soft surfaces; use with cleaning sock to clean counter tops and other hard surfaces.
10. Concentrator Nozzle (1) - the copper-tipped head concentrates the steam for even more cleaning power. All brush and nozzle accessories attach to this for use.
11. Steel Wool Brush Attachment (1) - adds extra scrubbing power for surfaces that resist normal cleaning, like removing baked on food from grill and oven racks.
12. **HAAN**® MicroCham™ Towel (1) - designed to easily wipe away the dirt and absorb the moisture after the MS-35 steams it loose.
13. **HAAN**® MicroCham™ Sponge (1) - has the cleaning power of our Ultra-Microfiber and the super absorbency of our specially-developed chamois.
14. Rubber Squeegee Panel for Window Cleaning (1) - attaches to Flat Surface Attachment to clean mirrors and windows.
15. Tile, Grout & Rough Surface Brush (1) - gets down into areas that normally get passed over by other surface attachments and breaks up hard-to-reach dirt.
16. Carpet & Rug Tray (1) - glides over carpet and rugs to freshen, sanitize and steam away many spots.
17. Floor Protector Resting Mat (1) - keeps your floors safe and dry while waiting for your Steam Head to heat up.
18. Multi-layer Microfiber Glass & Mirror Cleaning Sock (1) - slips on Steam Head for cleaning windows, mirrors, glass shower doors and much more.
19. Ultra-Microfiber Pad (2) - easily attach to the Steam Head for safely steam cleaning hard-surface floors.
20. Precision Filling Cup (1) - one cupfull fills the tank correctly.
21. Funnel (1) - allows for filling the water tank without spills.

Assembling Your Product

To make sure you are completely satisfied with the operation of your MS-35 Complete, be sure to follow the assembly and operating instructions included in this manual. Read this manual thoroughly before assembling your unit.

Pay specific attention to the product description and familiarize yourself with all the parts of your product. Locate and organize the parts of the unit before assembling. No additional tools are needed to put the unit together. It is quick and easy.

To assemble the MS-35 for use as a steam cleaning floor sanitizer, follow these easy steps:



1 Look for the small orange button that says PUSH on the handle of the unit. Align one of the extension poles (with the hole in the front) with the orange button and slide it onto the end of the handle until the orange PUSH button snaps up into place in the hole. You will notice the PUSH button is sloped on the bottom to allow it to slide into the pole easily. Be careful not to pinch your fingers between the pieces when pushing the two together.

2 Align the second extension pole in the same manner and repeat the process by snapping it into place. There are ridges on the sides that correspond to indents inside to assist in sliding the pieces together.

3 Finally, attach the Floor /Countertop Steam Head to the end of two joined extension poles by sliding the front of the head onto the orange PUSH button until it snaps into place. Use the side ridges and internal indents to guide it into place.

Before Using Your Product

Be sure to read ***ALL*** instructions and warnings ***before*** using your **HAAN®** product.

HELPFUL HAAN® HINT:
Never leave the appliance in one spot on any surface for any period of time. Always place your product on the Floor Protector/ Resting Mat when stationary and make sure the product is turned off not in use.

HELPFUL HAAN® HINT:
DO NOT add cleaning solutions, scented perfumes, oils or any other chemicals to the water used in this appliance except for those authorized by **HAAN®**. While it is acceptable to use regular tap water, if the tap water in your area is hard, we recommend you use distilled/purified water to extend the life of your appliance. Always empty water from water tank after use and before storing.

CAUTION

This unit uses a grounded (3-prong) electrical plug. Use only in properly installed 3-prong electrical outlets. DO NOT attempt to alter plug or circumvent safety feature in any way.

WARNING

Your product is designed to clean hard floor surfaces that will withstand high heat. Do not use on unsealed wood or unglazed ceramic floors. On surfaces that have been treated with wax or some no-wax floors, the sheen may be removed by the heat and steam action. It is always recommended to test an isolated area of the surface to be cleaned before proceeding. We also recommend that you check the use and care instructions from the floor manufacturer.

CAUTION

Use a grounded receptacle. Use only a heavy duty extension cord rated for 15 amps minimum – DO NOT use an ordinary extension cord. To provide continued protection against the risk of electric shock, connect to properly grounded outlet only.

IMPORTANT

This product is *NOT* for space heating purposes.

IMPORTANT

Always be sure that your product is *UNPLUGGED* from the wall receptacle prior to filling the water tank.

Never use your MS-35 on your floors without the Ultra-Microfiber Pad attached to the base, unless you are using the Carpet & Rug Attachment for carpet and soft surfaces.

CAUTION

The MS-35 emits steam at 212˚F to sanitize the area of use. This means that the steam head, Ultra-Microfiber Pads and attachments get very hot during use. Care should be taken when using this appliance and DO NOT touch them during use except in the approved manner as outlined in this manual.

Using Your Product

Fig 1

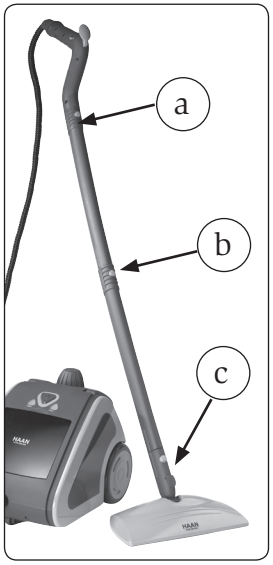


Fig 2

Fig 3

IMPORTANT

Always be sure that your product is UNPLUGGED from the wall receptacle prior to filling the water tank.

Using the product to sanitize your floor:

1) Remove all parts from the packaging.
2) Assemble the unit as described on page 6, attaching both extension poles (a & b)and the Steam Head (c).(Fig 1)
3) Place the canister on a flat, level surface.
4) Place the Steam Head on the black Floor Protector Mat; be sure the “bumpy” side is facing up(Fig 2). Never rest the Steam Head on an unprotected surface
5) Remove the Water Tank Cap. The tank becomes pressurized with use so you will need to press down as you turn at first. After the first couple of turns you will be able to remove the cap easily.

   The fill cup included holds 450 ml /15 oz of water. Using the provided fill cup, pour one cupful of water at a time into the tan through the fill hole. DO NOT fill the cup above the 450 ml line. A funnel is provided among the accessories to help eliminate spillage. Depending on how long you intend to steam, you may add additional water to have a maximum of 900ml/30 oz. (2 fill cups) of water in the tank without overfilling. (Fig 3)

   NOTE: 296ml/10 ounces of water will give you about 15 minutes of steam while 591ml/20 ounces of water will provide approximately 30 minutes of steam.

   Do not overfill. You can see the water level by looking into the opening to the Water Tank. You do not want to allow the water level to come above the threads in the screw opening.

   IMPORTANT: One problem with a steamer appliance is the mineral deposits caused by the high mineral content in many municipal water supplies. Mineral residue inside of the internal system and heater can cause intermittent steaming or, in some cases, no steam at all.

   To reduce or eliminate the occurrence of mineral deposits, we recommend the use of de-mineralized or distilled water in the unit. However, regular tap water may be used.

6) Replace the cap tightly when you have finished filling the water tank.

Fig 4

Fig 5

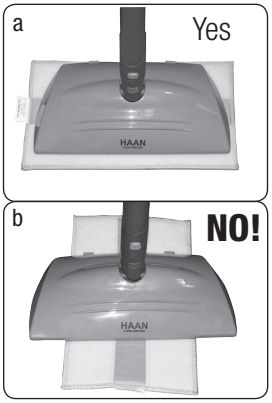


Fig 6

Fig 7

Never leave the Ultra-MicroFiber Pad on your product when you have finished using the unit.

Using the product to sanitize your floor (cont):

7) Plug the product into a convenient standard 120-volt grounded wall receptacle.

8) Press the ON/OFF button (⏻) on the canister front to turn your product ON (it's inside the inverted orange triangle). The GREEN Power ON light will illuminate as will the ORANGE Ready Light. (Fig 4),

   Your product is ready to use when the ORANGE Ready Light deactivates after about 3-5 minutes, (should take no longer than 8 minutes) indicating the unit is heated and ready to steam. The amount of time is determined by the amount of water added to the tank which will also determine the duration time for use.

9) Place an Ultra-MicroFiber Pad on the floor with the 'hook & loop' side facing up. Lightly press the product Steam Head on the pad, making sure the Ultra-MicroFiber Pad is centrally positioned to the bottom of the unit. (Fig 5a & b) The specially designed bottom of the Steam Head will grip the pad.

10) Push and pull the Steam Head slowly across your floor to thoroughly steam clean each section. (Fig 6)

To Refill Water Tank:

11) When you no longer have steam emitting from the nozzle, this signifies that there is no more water in the Water Tank. Rest the Steam Head on the Floor Protector Resting Mat while you follow the steps to refill the water tank.

12) To refill the water tank, turn your off and unplug it from the electrical wall outlet. Let the unit depressurize for 30 seconds. Then follow steps 5 - 8 to continue steaming.

13) Should the Ultra-Microfiber Pad become saturated or soiled, you will want to replace it with a clean pad. Turn the OFF and wait until the unit and pad cools down for approximately five (5) minutes before removing the Ultra-Microfiber Pad from the Steam Head. Remove the pad by using your foot (Fig 7) to hold the pad while you

Using the MS-35 to sanitize your floor (cont):

CAUTION

The MS-35 emits steam at 212˚F to sanitize the area of use. This means that the steam head, Ultra-MicroFiber Pads and attachments get very hot during use. Care should be taken when using this appliance and DO NOT touch them during use except in the approved manner as outlined in this manual.

detach the pad from the Steam Head. The pad and unit are specially designed for this '*No Touch*' method of removal.

▶ IMPORTANT *NOTE: The Ultra-MicroFiber Pad gets very hot from the steam during use. Allow it to cool before removal.*

14) Store the unit upright in a protected dry area, resting the Steam Head on the Floor Protector/ Resting Mat.

Special Notes on Using your **HAAN®** Complete as a floor sanitizer:

- Always vacuum or sweep floor before sanitizing to pick up any loose debris on the floor.
- The easiest way to use the machine is to tilt the ergonomic pole to a 45˚ angle and clean *slowly* 2-3 yards at a time.
- Although we do not advocate the use of chemicals, to remove stubborn stains from vinyl or linoleum floors, you can pre-treat with a mild detergent and some water before using the product. Once the solution has softened the stain, the pad should soak up the excess and the steam will sanitize the area.
- Never leave the Ultra-MicroFiber Pad on your product when you have finished using the unit. Always remove the pad and wash it in cool or warm water with a mild detergent. Never use bleach or fabric softener. See further instructions on the care of the Ultra-MicroFiber Pad on pages 12-14.
- One problem with a steamer appliance can be mineral deposits caused by the high mineral content in many municipal water supplies. Mineral residue inside of the internal pipes, hoses,and heater can cause intermittent steaming or, in some cases, no steam at all.

  To reduce or eliminate the occurrence of mineral deposits, we recommend the use of de-mineralized or distilled water in the unit. However, regular tap water may be used.

Fig 8

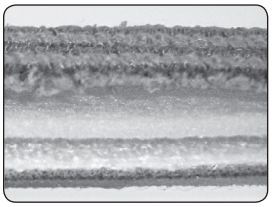


Fig 9

HELPFUL HAAN® HINT:
We recommend placing your MS-35 on the Floor Protector/ Resting Pad while the unit heats up. When the unit is ready, lift it off of the resting pad and simply place the Ultra-MicroFiber Pad on the floor. The 'hook & loop' system quickly attaches the pad to the base of the unit.

Never leave the appliance in one spot on any surface for any period of time. Always place on the Floor Protector/ Resting Mat when stationary and make sure the unit is turned off when not in use.

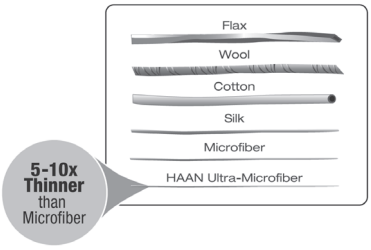
Fig 10

Operating Instructions: (cont)

Ultra-MicroFiber Pads

What is an Ultra-MicroFiber?

An Ultra-MicroFiber is a textile fiber that is thinner than a microfiber. The Ultra-MicroFiber by **HAAN®** Corporation is 5-10 times thinner than common microfiber providing for a significantly higher thread count in the same surface area. The thinner and higher the thread count, the greater the absorption. The **HAAN®** Ultra-MicroFibers are so thin that more dirt and dust gets trapped between the fibers, making your cleaning simpler and less time-consuming.



How to Use the Ultra-MicroFiber Pads:

1) Please make sure that you always use completely dry pads and replace them as they become saturated during use.

2) The Ultra-Microfber Pad is made up of multiple layers of super absorbent material. (Fig 8) The outer layer is Ultra-MicroFiber on one side and a 'hook & loop' system on the other side that attaches easily to the underside of the Steam Head. Simply place the pad on the floor with the 'hook & loop' side up, and lightly press the unit down on the pad. (Fig 9)

3) As high temperature steam passes through the pad to contact the floor to kill germs, molds and mites, it is natural that the pad gradually absorbs moisture. After a certain length of time, the pad will repel water and become damp. When the pad becomes saturated, turn the unit OFF and wait until the unit cools down (approximately five (5) minutes) before removing the pad. Put your foot on a corner of the pad and lift the unit off the pad (Fig 10).

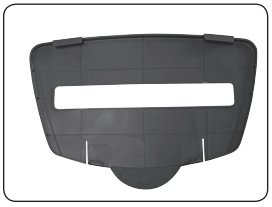
HELPFUL HAAN® HINT:
For optimal performance, the Ultra-MicroFiber™ pad should be changed after 10 minutes of use.

Fig 11

WARNING

Colors may bleed during first wash. Be careful when machine washing or drying with mixed fabrics as micro-fiber cloths will pick up lint from other fabrics.

Fig 12



NOTE: MS-35 does not have a vacuum function. We recommend that you vacuum any loose debris from the carpet or rug prior to using the Carpet & Rug Tray for sanitizing.

Fig 13

How to Use the Ultra-MicroFiber Pads: (cont)

Turn the unit back ON, resting the Steam Head on the Floor Protector Resting Mat. After the unit has heated back up, place a dry Ultra-Microfiber Pad on the Steam Head (detailed on pg 9). Continue to sanitize your floor.

4) To keep the floor clean and dry, replace the pad when it is dirty and/or saturated.

How to Clean and Store:

- Ultra-MicroFiber Pads are easy to wash. Soak pads for about 1-2 hours in cold or lukewarm water with laundry detergent and hand wash them. You can also drop the pads in a washing machine and clean them using the gentle/delicate cycle. DO NOT use fabric softener as this will compromise the absorbency of the microfiber (Fig 11).
- You may dry your Ultra-MicroFiber Pads in a machine dryer on a low setting, but to extend the life of the pads we recommend air drying the pads.

Using the Attachments:

Using the MS-35 to sanitize your Carpets and Rugs: (Carpet Tray Attachment)

The Carpet & Rug Tray (Fig 12) enables the STEAM SYSTEM II to freshen, deodorize and sanitize carpeting and rugs, upholstery and many other soft surfaces. Used with the MS-35, it kills dust mites, germs, bacteria and other allergens.

1) The Carpet & Rug Tray is used ***WITHOUT*** the Ultra-Microfiber Pad. Heat the unit with the steam head resting on the Floor Protector Resting Mat ("bumpy" side facing up). Be sure to heat the unit on the mat before attaching the tray (Fig. 13). It attaches directly to the unit by snapping onto the bottom of the steam head.

NOTE: If you attach the tray before heating the unit, excess moisture can accumulate inside the tray and leak out when you lift the steam head. DO NOT attach the tray until after the unit is ready to use.

2) Depending on prior use, you may need to add water to the internal Water Tank. (see instructions for this

Using the Attachments: (cont)

Fig 14

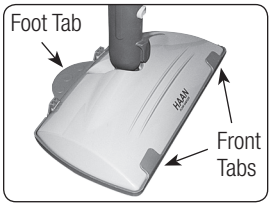
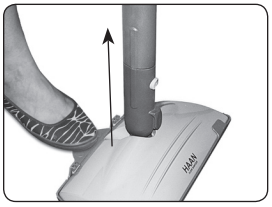


Fig 15

Fig 16



on pg 11-12, steps 11-13). ***Be careful not to over-fill the tank.***

3) Plug the product into a grounded plug and press the ON/OFF switch to start the heat cycle. The GREEN Power ON light and the ORANGE READY Light will illuminate. It takes approximately 3-5 minutes for the STEAM SYSTEM II to heat up and generate steam. The READY light will deactivate once the unit is ready to begin.

4) To attach the tray, place the front of the steam head under the tabs on the front of the tray and press down. The tray is made to fit snuggly and will snap easily into place (Fig 14).

5) Push and pull the Steam Head slowly across your carpet to thoroughly steam clean and sanitize each section (Fig. 15).

6) When you have finished using the unit, turn it OFF, place it on the Floor Protector Mat and wait until the unit cools down (approximately 5 minutes). Remove the Carpet & Rug Tray by using your foot to hold the rear tab and then while holding the tray with your foot, lift the unit off the tray. The Carpet & Rug Tray will snap OFF easily as it is designed for this *No Touch* method of removal (Fig 16).

7) Store the attachment in a cool, dry area with the other attachments.

CAUTION

The product emits steam at 212˚F to sanitize the area of use. This means that the steam head, Ultra-MicroFiber Pads and attachments get very hot during use. Care should be taken when using this appliance and DO NOT touch them during use except in the approved manner as outlined in this manual.

Helpful HAAN® Hint :

Lifting Fresh Stains

While using the **HAAN®** Complete with the Carpet & Rug Tray will not lift all set-in stains from your carpet, our patented Ultra-Microfiber Pads may be used to act as a “blotter” for removing most fresh, wet spills and stains.

To remove a stain, attach the Carpet & Rug Tray to the Steam Head and heat the unit as described above. Place the Steam Head over the stain and hold it in place for a few seconds to allow the steam to penetrate the area of the stain. Push and pull the Steam Head slowly across the stained area to work the steam into the stain.

Using the Attachments: (cont)

Fig 17

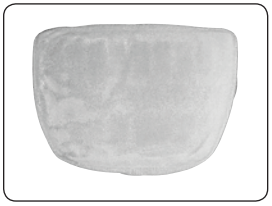
Place the product on the Floor Protector Resting Mat, turn it OFF and wait until it cools down (approximately 5 minutes). Carefully remove the tray as described in Step 6 on the previous page (see Fig 16).

Return the Steam Head to the Floor Protector Mat and turn the unit ON. When ready to use, place a dry Ultra-Microfiber Pad on the floor — *hook & loop* side up — and press the unit onto the pad.

Use the pad to rub the stain area, simultaneously working at the stain and blotting the moisture from the surface with the Ultra-Microfiber Pad (Fig 17).This should lift the stain from the area.

When you have finished "blotting" the stain, follow the directions given for cooling down the unit and removing the used pad (step 6, page 15).

Fig 18

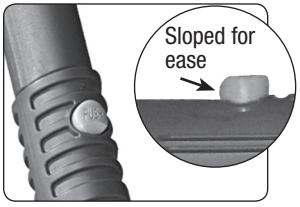


Using the MS-35 to clean and sanitize Glass & Mirrors:

(Multilayer Microfiber Glass & Mirror Cleaning Sock)

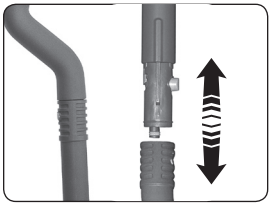
The Multilayer Microfiber Glass & Mirror Cleaning Sock (Fig 18) slips onto the steam head for cleaning windows, mirrors, glass shower doors, countertops and other hard surfaces.

Fig 19



1) Be sure the unit is OFF, unplugged and cool. For most needs you will want to use the Steam Head attached to the handle without the Extension Poles. This enables you to guide the Steam Head to just the position you need for optimum sanitizing.

Fig 20



2) Disconnect the extension poles from the handle and the Steam Head. Do this by pushing in the small orange buttons (Fig 19) that say PUSH on the handle, poles and the Steam Head and by pulling the pieces apart. Be careful not to pinch your fingers between the pieces as you disconnect them (Fig 20).

3) Once you have the extension poles removed you can attach the Steam Head directly to the handle. Use the side ridges and the internal indents to align the hole in the Steam Head to the orange PUSH button on the handle (refer back to Fig 19). Holding the button down, slide the Steam Head

Fig 21

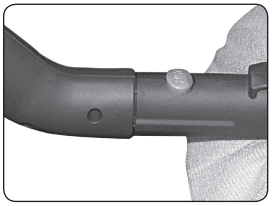


Fig 22

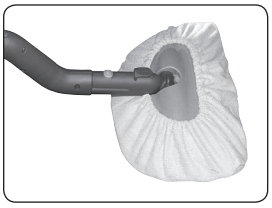


Fig 23

Fig 24

Fig 25

over the button and onto the handle until the button pops into place (Fig 21).

4) The Multilayer Glass & Mirror Cleaning Sock is used ***WITHOUT*** the Ultra-Microfiber Pad. Be sure the unit is OFF, unplugged and cool. It attaches directly to the unit by slipping it onto the steam head. Match the shape of the pad to the steam head and expand the gathered edge of the pad. Slip it over the edge and guide it into place. The pad is shaped to fit the steam head snuggly (Fig. 22).

5) Depending on prior use, you may need to add water to the internal Water Tank (see instructions for this on pg 11-12, steps 11-14). ***Be careful not to over-fill the tank.***

6) Plug the product into a grounded plug and press the ON/OFF switch to start the heat cycle. The GREEN Power ON light and the ORANGE READY Light will illuminate. It takes approximately 3-4 minutes for the MS-35 to heat up and generate steam. The READY light will deactivate once the unit is heated and ready to begin.

7) You are now ready to use the MS-35 with the Multilayer Microfiber Glass & Mirror Cleaning Sock.

▶ Use it to clean and sanitize windows, (Fig 23) mirrors, glass shower stalls/doors (Fig 24), countertops, large appliance surfaces including doors, fronts and ceramic stovetops and even car windshields. With its padded ultra-absorbent microfiber surface it not only protects the surface while it cleans but it sanitizes the surface with steam killing 99.9% of germs and bacteria.

8) On the occasions when you wish to clean and sanitize an area out of normal reach, the Multi-layer Microfiber Glass & Mirror Cleaning Sock can be attached to the Steam Head while still at the end of the Extension Poles. Slip the Cleaning Sock onto the cooled Steam Head as described in step 4 above; Follow steps 5 & 6 to power and heat up the unit and you are prepared to sanitize an area out of normal reach (Fig 25).

9) When you have finished, follow the directions given for cooling down the unit (step 6, page 15) and remove the used Cleaning Sock. Clean the Cleaning Sock the same as you would the Microfiber pads (see page 14).

Fig 26

Fig 27

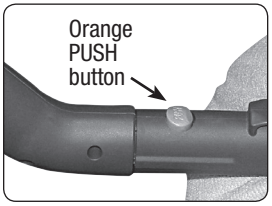


Fig 28

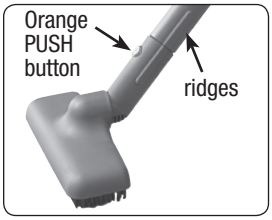


Fig 29

CAUTION

DO NOT overfill the water tank. Use only 1 cupful of the included Fill Cup when adding water to the tank. The tank capacity is a maximum of 2 fill cups (900ml/30 oz.) of water.

Using the Attachments: (cont)

Using the MS-35 to clean and sanitize rough surfaces : (Tile, Grout & Rough Surface Brush)

The Tile, Grout & Rough Surface Brush (Fig 26) slips onto the end of the extension poles to clean and sanitize tile, grout and other rough hard surfaces.

1) Be sure the unit is OFF, unplugged and cool.

2) Disconnect the Steam Head from the lower extension pole. Do this by pushing in the small orange button (Fig 27) that says PUSH on the Steam Head and by pulling the pieces apart. Be careful not to pinch your fingers between the pieces as you disconnect them.

3) Once you have the Steam Head removed you can attach the Tile, Grout & Rough Surface Brush directly to the lower extension pole. Use the side ridges and the internal indents to align the hole in the brush attachment to the orange PUSH button on the extension pole. Holding the button down, slide the brush attachment over the button and onto the lower extension pole until the button pops into place (Fig 28).

4) Depending on prior use, you may need to add water to the internal Water Tank (see instructions for this on pg 11-12, steps 11-14). ***Be careful not to over-fill the tank.***

6) Plug the product into a grounded plug and press the ON/OFF switch to start the heat cycle. The GREEN Power ON light and the ORANGE READY Light will illuminate. It takes approximately 3-5 minutes for the product to heat up and generate steam. The READY light will deactivate once the unit is heated and ready to begin.

7) You are now ready to use the product with the Tile, Grout & Rough Surface Brush.

   Use it to clean and sanitize tile floors, tile shower stalls, grout and other rough surfaces where dirt collects and will be softened by the steam and brushed away by the stiff bristles of the brush (Fig 29).

8) When you have finished, follow the directions given for cooling down the unit (step 6, page 15) and if storing the unit see directions on pg 14.

Using the Attachments: (cont)

CAUTION

The product emits steam at 212˚F to sanitize the area of use. This means that the steam head and any of the attachments get very hot during use. Care should be taken when using this appliance and DO NOT touch them during use except in the approved manner as outlined in this manual.

Using the STEAM SYSTEM II to clean and sanitize special areas with all other accessories:

The remaining accessories included with the MS-35, are used without the extension poles. By attaching the Steam Jet Nozzle to the end of the ergonomic handle, you focus the spray of steam from the unit and it also serves as the base to whichall other accessories are connected. This provides you with a powerhouse of cleaning at arm's length.

Attaching the Steam Jet Nozzle:

1) Be sure the unit is OFF, unplugged and cool.
2) Disconnect the Steam Head from the lower extension pole and then remove both poles. Follow the disconnect instructions on page 16, steps 1-2 to remove all extensions from the ergonomic handle. Be careful not to pinch your fingers between the pieces as you disconnect them.
3) Once you have all extensions removed you can attach the Steam Jet Nozzle (Fig 30) directly to the ergonomic handle. Use the side ridges and the internal indents to align the hole in the Steam Jet Nozzle attachment to the orange PUSH button on the handle. Holding the button down, slide the Steam Jet Nozzle over the button and onto the lower extension pole until the button pops into place (Fig 31).
4) The Steam Jet Nozzle can be used alone to focus steam for cleaning small surface areas and items that don't require scrubbing.

Helpful HAAN® Hint: The Steam Jet Nozzle alone is great for cleaning and sanitizing countertops, (Fig 32) stovetops, window wells and the door tracks in shower stalls, patio doors and other sliding glass doorways. The Steam Jet Nozzle is also beneficial in unclogging shower heads since the powerful jet will force open the water channels. Use the steam to break up the grime and then wipe it away (Fig 33).

5) If using the Steam Jet Nozzle alone, without any of the special needs tools, follow the start-up instructions as described on page 10-12 in steps 1-12 When you are finished follow the cool-down instructions in step 13-14 pg 11-12.

Fig 30

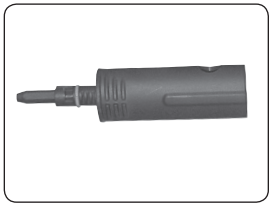


Fig 31

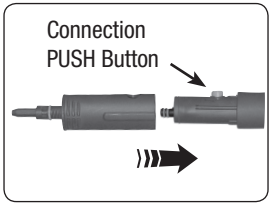
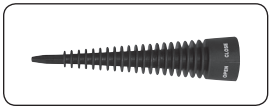


Fig 32

Fig 33

Fig 34



Using the Attachments: (cont)

Specialized Brush and Nozzle Accessories:

The specialized brush and nozzle accessories that come with the MS-35 use the Steam Jet Nozzle as the base that connects them to the handle with the Concentrator Nozzle locking them. After connecting the Steam Jet Nozzle as described on the previous page, you would attach the Concentrator Nozzle (which can be used alone or with other ends). All the Specialized Brush and Nozzle attachments connect the same way but each is specifically made for the purpose described.

Fig 35

Concentrator Nozzle:

This is the attachment you'll use for general steam cleaning. In the house, it's perfect for cleaning a variety of openings, window frames, shelves, tiles, blinds and more. Not only does it clean dirt away, it also kills dust mites and disinfects surfaces. In the garage or yard, it's amazing how it cleans the dirt out of wheel rims, recycling bins, garbage cans and other grimy surfaces. Try using it to steam clean sports equipment or to take away the odor in smelly athletic shoes and gym bags (Fig 34).

Fig 36

Angled Nozzle:

With the angle nozzle you can get under the toilet rim for a germ-killing clean you just can't get with a traditional toilet brush. It's also great for hard-to-reach corners and openings (Fig 35).

Small Round Brushes: Small Detail Brush & Wire Bristle Brush

In the kitchen, the small round brushes are perfect for cleaning everything from gas ranges, oven racks and hoods, to sinks, counter tops and tiles. They clean both hardened and oily grime to make your kitchen surfaces look like new again. The round brushes are also great for sterilizing cutting boards and other kitchenware.

In the workshop or garage, try using them to clean close areas on tools, bicycles or even golf clubs. Both small brushes are great for steam scrubbing smaller areas with the Detail Brush good for delicate items.Try it for the small areas around the bathroom sinks and decorative faucets.(Fig 36)

HELPFUL HAAN® HINT:
For keeping countertops and stovetops clean and sanitized for a healthier kitchen, the MS-35 kills germs and bacteria, including E.coli, Salmonella and many other common germs naturally with 212˚ F steam.

Using the Attachments: (cont)

Fig 37

Fig 38

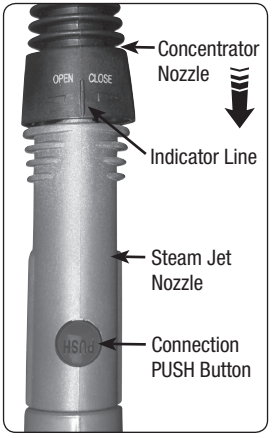
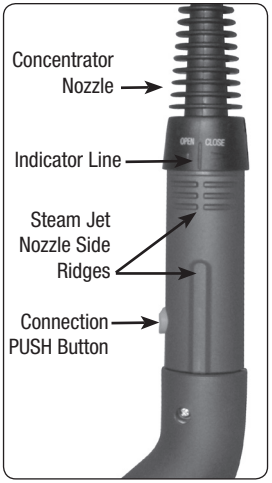


Fig 39



Specialized Brush and Nozzle Accessories:(cont)

Large Round Brush with Steel Wool:

The Large Scrub Brush makes fast work of cleaning larger objects and surfaces. Everything the smaller brushes do is made easier on a larger scale. It's perfect for cleaning oven and grill racks or other hard surfaces that need some extra scrubbing power, alone or with the addition of the steel wool that adds the extra to tackle those surfaces or jobs that resist normal cleaning – like baked-on food.

To attach the steel wool brush attachment, simply work it into the bristles of the large brush using the palm of your hand until it is firmly attached. (Fig 37)

To attach and use accessories:

1) Be sure the unit is OFF, unplugged and cool.
2) Attach the Steam Jet Nozzle. (see instructions for this on pg 11-12, steps 11-13). Be careful not to pinch your fingers between the pieces as you do this.
3) Attach the Concentrator Nozzle to the Steam Jet Nozzle by aligning the indicator line (|) on the Concentrator Nozzle (found between the words Open & Close) with the orange PUSH button on the attached Steam Jet Nozzle. (Fig 38)
4) Push the Concentrator Nozzle onto the Steam Jet Nozzle until it sits tightly against the edge. Twist the Concentrator Nozzle to the right until it locks into place. This locked position will put the indicator in the center of the raised ridges on the side of the Steam Jet Nozzle. (Fig 39)

   NOTE: to remove the Concentrator Nozzle from the Steam Jet Nozzle, unlock it by twisting the Concentrator Nozzle to the left and pulling the nozzle off. To remove the Steam Jet Nozzle, push in on the orange PUSH button and slide it off the handle, being careful not to pinch your fingers. Follow the storage instructions found on pg 24).
5) Now you are ready to use the Concentrator Nozzle alone to steam clean hard to reach crevices or add on one of the many attachments tools for detailed cleaning.

Using the Attachments: (cont)

Fig 40

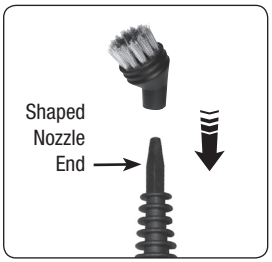


Fig 41

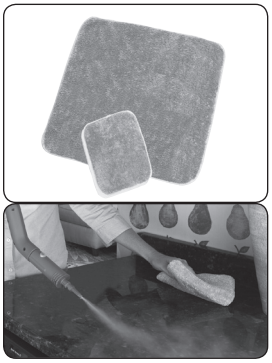
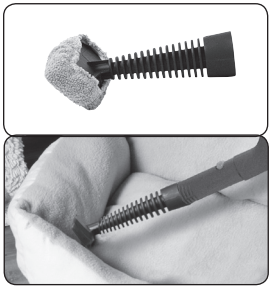


Fig 42



CAUTION

The product emits steam at 212˚F to sanitize the area of use. The attachments get very hot during use. Care should be taken when using this appliance and DO NOT touch the attachmants during use except in the approved manner as outlined in this manual.

To attach and use accessories: (cont)

6) Push the attachment of choice onto the end of the Concentrator Nozzle until it is firmly attached. It will be a tight fit. The end of the nozzle is shaped to fit the interior of each attachment snuggly and you can change their position around the nozzle to reach exactly the spot you need to focus the steam (Fig 40).

7) Each of the small accessories (Angled Nozzle, small round brushes, and the large Round Brush attachment with, or without the steel wool) fit onto the end of the Concentrator Nozzle in the same way to concentrate your celaning with steam.

MicroCham™ Towel & Sponge:

With the cleaning power of our Ultra-Microfiber on one side and the super absorbency of our specially-developed chamois on the other, these make clean-quick and easy. Use the steam to clean and sanitize surface areas and wipe any excess moisture up with either the towel or sponge (Fig 41).

Garment/ Flat Surface Attachment and Ultra-Microfiber Cleaning Sock:

Use the Garment/Flat Surface Attachment alone for steaming out wrinkles in clothing, sanitizing upholstery, bedding and soft surfaces (Fig 42).

Attach the Cleaning Sock to the Garment/Flat Surface Attachment to clean counter tops and other hard surfaces to provide another means to sanitize kitchens and bathrooms.

1) Follow the directions for attaching the Garment/ Flat Surface Attachment to the Steam Jet Nozzle as you would the Concentrator Nozzle from pg 21, steps 1-4. Be sure to lock the attachment onto the Steam Jet Nozzle before using it to steam away wrinkles and sanitize soft surfaces.

2) By attaching the Cleaning Sock the steam will sanitize flat surfaces and absorb excess moisture in one swipe.

Fig 43

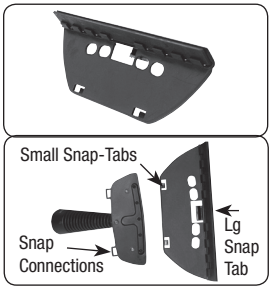


Fig 44

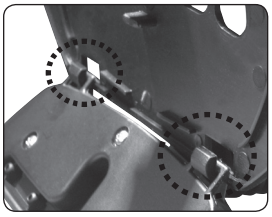


Fig 45

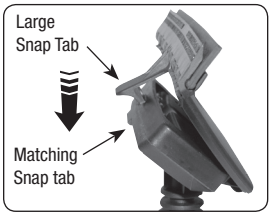
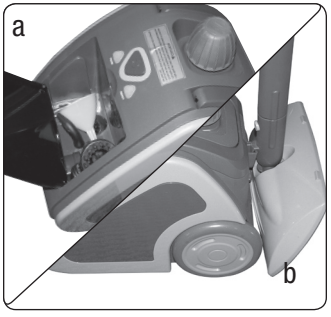


Fig 46

Fig 46



Using the Attachments: (cont)

To attach and use accessories: (cont)

SqueeGee Attachment:

Attach the Squeegee Attachment to the end of the Garment/Flat Surface Attachment to steam clean and sanitize glass and mirrored surfaces. (Fig 43).

1) Follow the directions for attaching the Garment/Flat Surface Attachment to the Steam Jet Nozzle as you would the Concentrator Nozzle from pg 21, steps 1-4. Be sure to lock the attachment onto the Steam Jet Nozzle before attaching the SqueeGee Attachment.

2) Slide the Small Snap-Tabs under and into the Snap Connections on the underside of the Garment/Flat Surface Attachment (Fig 44). This will allow you to swing the Squeegee down over the flat side of the attachment where the Large Snap Tab can snap over the matching Snap Tab on the Garment/Flat Surface Attachment (Fig 45).

3) Use the Squeegee Attachment to sanitize glass/mirrored surfaces with steam while clearing the surface at the same time to a streakless shine (Fig 46).

Storing Accessories:

1) The canister holds a storage compartment that will hold many of the smaller attachments to make them conveniently at hand (Fig 46). The following accessories will fit easily into spaces in the Storage Compartment (Fig 46a):
   - Steam Jet Nozzle
   - Large Scrub Brush and Steel Wool Pad
   - Angled Nozzle
   - Small Detail Brush
   - Round Wire Briste Brush
   - Ultra-Microfiber Cleaning Sock
   - Fill Cup
   - Funnel

2) The lower Extension Pole has a tab that will slide into a corresponding indent on the canister to hold it upright when storing the unit.You will find this tab down near the connection the pole makes with the Floor and Countertop Steam Head (Fig 46b).

Care & Maintenance

IMPORTANT

Always be sure that your unit is UNPLUGGED from the wall receptacle prior to cleaning or before emptying the water tank.

Fig 47

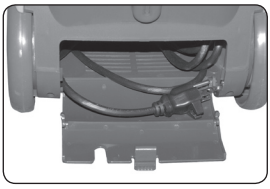


Fig 48

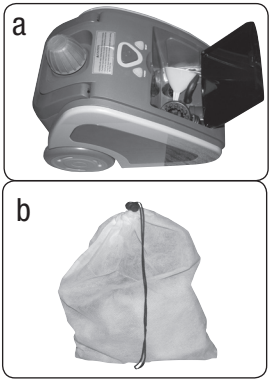
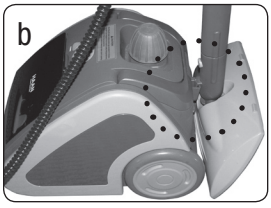


Fig 49



CAUTION

Do not immerse the product in water or any other liquid.

- Turn your unit off and unplug the unit from the electrical outlet. Allow it to cool completely before preparing to store it away.
- Prepare to store the unit by winding the cord up and placing it in the compartment for that purpose found at the rear of the Canister (Fig 47).
- Always empty the water tank once you have finished using your unit and before you store the unit.
- Always allow the unit to cool for five (5) minutes before removing any attachments or the Ultra-MicroFiber pad.

IMPORTANT NOTE: The unit emits steam at 212˚F to sanitize the area of use. The attachments get very hot during use. Care should be taken when using this appliance and DO NOT touch the attachmants during use except in the approved manner as outlined in this manual.

- Store cool attachments in the Storage Compartment or the included White Accessory Bag (Fig 48a & b).
- Remove the Ultra-MicroFiber pad and wash it in warm water with a mild detergent. ***Never use bleach or fabric softener when cleaning the Ultra-MicroFiber pad.*** The Ultra-MicroFiber pad can be washed in a washing machine set on the gentle cycle. We recommend that you air dry the pads for 24 hours, but they can also be dried in a clothes dryer on a low heat setting.
- Hang the Steam Head by the tab on the lower Extension Pole on the back of the Canister. There is a tab opening there for this purpose (Fig 49).
- To clean the body of your MS-35 or any of the attachents, wipe the surfaces down with a damp cloth.
- Store the unit upright in a protected dry area.

Any other maintenance or service not included in this manual should be performed by an authorized service representative.

Customer Care: 1-877-**HAAN**DIRECT (1-877-422-6347)

Helpful Hints

- Be sure to always vacuum or sweep up loose dirt before steam cleaning your floors. The MS-35 does not have any suction power.
- The easiest way to use the product is to tile the handle to a 45° angle and push and pull the unit slowly across each section of your floor – approximately 2 to 3 yards at a time.
- A good amount of steam passes through the Ultra-MicroFiber pad. We recommend that the Ultra-MicroFiber pad be changed when it gets too wet; these need to be replaced as necessary. Your MS-35 includes two Ultra-MicroFiber pads. Additional pads can be ordered by calling Customer Care at the number shown below.
- While the MS-35 effectively cleans dirt and grime from hard-surface floors, particularly stubborn stains on vinyl or linoleum floors may be pre-treated with a mild detergent and a little water before using the product.
- Always let the unit cool for at least 5 minutes before removing the Ultra-MicroFiber pad and emptying the water tank.
- Never leave the Steam Head in one spot on any surface for any period of time. Always place the Steam Head on the black Floor Protector/Resting Mat (with the "bumpy" side facing up) when stationary, and make sure the unit is turned off when not in use. The same should be said of any attachments that you use - leaving the hot attchments in one spot for long periods of time could damage the surface area.
- When using the Carpet/Rug Tray we recommend that you heat the unit up while it rests on the Floor Protector Resting Mat before attaching the tray to the Steam Head. This will keep moisture from accumulating inside the tray and then leaking out. During use this is not a problem as the Steam Head will be in motion.
- You may use your unit to clean counter tops and other hard surfaces, as well as bedding, upholstery and other soft surfaces by using the special attachments included with your puchase. Replacements are available for purchase through our web site: www.**HAAN**USA.com or by calling our Customer Care Center at 1-877-**HAAN**-DIRECT (1-877-422-6347).

Questions

QUESTION: Can the MS-35 be used on laminate flooring?

The **HAAN®** Complete was designed for use on sensitive flooring like laminates. We've spent years optimizing the steam emission so that at nearly half the wattage of competitive products (ours is only 1300w versus most that are 1500w), we still emit steam at 212˚F. This means our finer vapor-like steam is gentler than those that simply blast 1500w of water and steam onto your floor. Yet, the **HAAN®** is more effective at penetrating stains and killing harmful germs and bacteria than competitors. Steam is all we do, and we've spent years perfecting it.

QUESTION: How do I use the black rubber pad included with my product?

The black Floor Protector/Resting Mat is to be used whenever your MS-35 is not being actively used. Place your unit on the Floor Protector/Resting Mat (with the "bumpy" side facing up) as soon as you assemble your unit and before you fill the water tank. The Steam Head should remain on the mat while it heats up, AND you should always set your MS-35 on the mat if you need to take a quick break from steaming. Never leave the Steam Head sit in any one spot on the floor for any length of time or it may damage the floor surface. The black Floor Protector/Resting Mat should also be used when the unit is cooling down. If you store your MS-35 standing up (as opposed to hanging on a hook), we recommend you keep the unit on the mat for storage as well.

QUESTION: Can I use the MS-35 anywhere besides the floors?

Yes! You can use the product to clean and sanitize counter tops in your kitchen and bath. Just follow the directions to use the Steam Head in a shorter version for this purpose. And you'll love how it cleans your shower floor and the glass doors with the Multi-layer Microfiber Glass & Mirror Cleaning Sock. The included attachments make it easier to tackle many cleaning tasks. You can freshen and kill dust mites in the carpet, rugs, mattresses, upholstery, pet beds and more using steam and the many attachments that are included.

Questions

QUESTION: Why does the unit stop steaming when the red refill light comes on?

When the red refill light comes on, the unit automatically shuts off as a safety feature.

QUESTION: When I first used my unit, the pads left water streaks on my floor – why?

It is likely you attached your Ultra-MicroFiber Pad to the bottom of the MS-35 before the unit was heated causing the pad to become wet. It is best to heat the unit on the black Floor Protector/Resting Mat ("bumpy" side facing up) before placing the Ultra-MicroFiber Pad on the steam head. Attach the Ultra-MicroFiber Pad only after the Thermal Indicator turns orange. Simply toss the Ultra-MicroFiber Pad on the floor (with the white hook & loop side facing up) and set the base on top of it. The hook & loop system will cause the Ultra-MicroFiber Pad to attach itself easily, so you won't have to touch it.

QUESTION: How often do I have to buy new Ultra-MicroFiber pads?

The two patented Ultra-MicroFiber Pads are reusable. You simply toss them in the wash machine – *but Please* **DON'T** use fabric softener. We recommend air drying the pads, but you may also dry them on a low heat setting in your dryer. Each pad will last through approximately 300 washes. Replacement pads are available for purchase on our web site www.**HAAN**USA.com or by calling our Customer Care Center at 1-877-**HAAN**-DIRECT (1-877-422-6347).

QUESTION: How long does a tank of water last? How often do I need to refill the tank?

A full tank will last approximately 20 minutes.

Questions

QUESTION: I don't see much steam coming out-why not?

Actually, you shouldn't be able to see that much steam coming out. The truth is, the more steam you see when in use the less effective the product is, because the steam should be physically directed to cleaning your floors (or other hard surfaces), and not escaping through other parts of the steamer.

QUESTION: The unit is leaving my floor wet. Why and what can I do about it?

The Ultra-MicroFiber Pad may need to be changed. For optimal performance, the pad should be changed after 10 minutes of use.

QUESTION: How long can you use an Ultra-MicroFiber Pad before it needs to be changed?

The pad should be changed every 10 minutes, or when it becomes saturated with water. The machine will become harder to push smoothly on the floor when the pad is saturated.

QUESTION: Sometimes my unit becomes hard to push – why?

If the unit is hard to push it is likely because the Ultra-MicroFiber Pad is too wet or the angle at which you are using the machine is too high. The lower the handle, the easier the unit is to push across the floor and if doing this does not help try replacing the Pad with a dry one.

QUESTION: Will the unit clean grout?

Yes, the steam will loosen the grime and there are a couple of different accessories that will help scrub the grout clean. Using the Tile, Grout & Rough Surface Brush should effectively clean your grout and one of the small round brushes can clean small crevases.

QUESTION: Do all the germs and bacteria get trapped in the water tank?

No. The water in the tank is heated in excess of 212°F, killing any bacteria or germs in the water.

QUESTION: Does the unit work on pet stains?

Yes, the unit is able to spot clean fresh stains by loosening and lifting the stain. See details for this on pg 15-16.

Questions

QUESTION: How do I use the Sanitizing Tray for my carpet?

The Sanitizing Tray is to be used without the Ultra-MicroFiber Pad and can be attached directly to the Steam Head. See directions for attaching it and using it on pg 14-15.

QUESTION: Do I have to use distilled water?

We recommend distilled water, but you may use tap water, unless you have hard water in your area. Using hard water will shorten the life of your appliance.

QUESTION: Where does the dirt go?

The MS-35 is ***NOT*** a vacuum, so it does not have any suction power to pick up dirt. Be sure to vacuum or sweep up any loose dirt before using your MS-35 Steam Cleaning Floor Sanitizer. The unit is designed to use the power of steam to thoroughly clean your floor while killing up to 99.9% E.coli, salmonella and other common germs. You'll notice the bottom of your Ultra-MicroFiber Pads will likely get dirty after cleaning your hard surface floors. That's why they're made to be washable and reusable.

QUESTION: When I opened the box and examined the contents there seem to be attachments missing. Why?

When first opening the box, you will see the following accessories lying on top: Floor Protector/Resting Mat, Carpet & Rug Tray, 2 Ultra-Microfiber Cleaning Pads and the Glass & Mirror Cleaning Sock.
You will find the Tile, Grout/Rough Surface Brush and the Floor & Countertop Steam Head one to each side. The Extension Poles are in the front of the box. In the white Accessory Storage Bag are the following: MicroCham™ Towel & Sponge, Concentrator Nozzle, Flat Surface Nozzle, Steel Wool Brush Attachment, Ultra-Microfiber Sock and the Rubber Squeegee Panel Attachment.
In addition to the white Accessory Storage Bag for the larger accessories, the unit comes with an internal Storage Compartment to securely store the smaller accessories. On the front of the canister, just pull on the plastic door (see pg 4, item 5) and you will find the following accessories stored within: Attachment/Steam Jet Nozzle, Large Scrub Brush, Angled Nozzle, Small Detail Brush and Round Wire Bristle Brush. There are indents to hold them securely within.
Loose in the box will be the Funnel and Filling Cup. Verify you have all the accessories from all places indicated, including the Storage Compartment and the white bag, before calling Customer Care if needed.

Troubleshooting

This chapter summarizes the most common problems you could encounter with your STEAM SYSTEM II. Please read the different sections for more details. If you are unable to solve the problem, please contact our Customer Care Representatives at the number shown below.

PROBLEM: After heating up, it is normal to hear a vibration sound from the water pump inside the main unit. It normally will stop when the air inside has been pumped out. If the product makes a vibration sound that lasts longer than 60 seconds:

Possible Cause:

1) No water in the water tank.

Possible Solution:

1) Add water to the water tank following instruction on page 11.

PROBLEM: The product does not operate.

Possible Cause:

1) Power cord not firmly plugged into outlet.
2) No power in wall outlet.

Possible Solution:

1) Check plug in outlet and set plug firmly.
2) Check fuse or breaker. Replace fuse and/or reset breaker.

PROBLEM: The product does not emit steam.

Possible Cause:

1) No water in water tank.

Possible Solution:

1) Add water to the water tank following the instructions on pg 11.

PROBLEM: Red light comes on and/or unit shuts off shortly after the water in the tank is heated.

Possible Cause:

1) Your thermostat may not have been pre-boiled to trigger proper thermostat levels.

Possible Solution:

1) Shut the unit off, remove the plug from the electrical outlet and empty the tank completely.

After the unit has cooled down, refill the tank with cold water, using a little less than indicated by the line on the fill cup. Plug the unit back into the wall receptacle and press the yellow power button to start sanitizing.

PROBLEM: Water is leaking from the product.

Possible Cause:

1) Your unit's water tank is overfilled.

Possible Solution:

1) The fill line on the Fill Cup indicates the proper amount of water needed for the tank, but you may want to try putting a little less water in the tank.

NOTE: *Water should not go above the "bar" inside the opening on top of the tank.*

PROBLEM: The product leaves water on the floor.

Possible Cause:

1) Ultra-MicroFiber Pad is saturated.
2) Unit is not level on the floor.

Possible Solution:

1) Turn off unit, unplug from power outlet and change the Ultra-MicroFiber Pad as described on pg 10.
2) Always keep the unit level and parallel to the floor.

PROBLEM: The product left white spot on the floor.

Possible Cause:

1) The unit was left in one spot for too long.
2) The unit was not placed on the Floor Protector/Resting Mat.
3) Hard water was used in the unit.

Possible Solution:

1) Always place your unit on the Floor Protector/Resting Mat whenever not actively using it. ***Never*** leave the unit in one spot on any surface for any period of time.
2) Use distilled water.

NOTE: *To remove spot, use a damp, dry cloth with a few drops of white vinegar and rub the stain to remove spot.*

One-Year Limited Warranty

Your **HAAN®** COMPLETE is warranted to be free from defects in material and workmanship for a period of one (1) year from the date of purchase by the original purchaser only. The included Warranty Registration Card must be filled out and returned within 10 days of purchase. This is essential for your warranty to be effective should any problem arise with this product. Should any defect covered by the terms of the limited warranty be discovered within one year, **HAAN®** Corporation will repair or replace the defective part provided the unit is returned by the original purchaser, freight prepaid, to: **HAAN®** Corporation, 1828 William Penn Way, Lancaster, PA 17601.

The liability under this warranty is limited solely to the cost of the replacement parts or the complete unit at our option. Labor charges are not included.

This warranty is extended to the original purchaser of the unit and excludes all other legal and/or conventional warranties. The responsibility of **HAAN®** Corporation, if any, is limited to the specific obligations expressly assumed by it under the terms of the limited warranty. In no event is **HAAN®** Corporation liable for incidental or consequential damages of any nature whatsoever. Some states/provinces do not permit the exclusion or limitation of incidental or consequential damages, so the above may not apply to you. This warranty gives you specific legal rights which vary from state to state or province to province.

IMPORTANT: Carefully pack item to avoid damage in shipping. Be sure to attach tag to item before packing with your name, complete address, and phone number with note giving purchase information, model number and what you believe is the problem with the item. We recommend you insure the package (as damage in shipping is not covered by our warranty). Mark the outside of your package "ATTENTION CUSTOMER SERVICE." We are constantly striving to improve our products; therefore, the specifications contained herein are subject to change without notice.

Specifications

Product Specifications: Model MS-35

Size (base):	10″H x 13″W x 9″D
Weight	8 lbs
Voltage/Hz	120 volts / 60 Hz
Wattage	1300 watts
Cord Length	17′
Tank Capacity	900 ml/30 fluid ounces
Heat-up time	3 minutes
Operating Time	30 minutes before refill is needed

*Dimensions approximated. Dimensions include base and measured without hose, steam head or attachments.

Product Registration

Please fill out and mail this Product Registration Card within thirty (30) days of purchase in order to validate the fore said Limited Warranty. The registration will allow us to contact you in the unlikely event of a product safety notification. By returning this card you acknowledge that you have read and understood the instructions for use and the warnings set forth within the instructions.

First Name _____ Last Name _____

Address _____

City _____ State/Province _____

Zip Code/Postal Code _____ Country/Territory _____

Product Name/Model number _____

Date Purchased _____ Place of Purchase _____

(Fold here and tape closed before mailing)

Warranty Notice: FAILURE TO COMPLETE AND RETURN THIS PRODUCT REGISTRATION CARD WILL NOT DIMINISH YOUR WARRANTY RIGHTS.

Privacy Notice: We use this information requested on this card to process your registration, thereby allowing you to receive the benefits of being a registered user, and for use in post-sales services. Other uses of your information are governed by the choices you make in answering the questions and the HAAN privacy policy. For information on this policy contact 877- HAAN DIRECT.

1) Yes! I would like HAAN® to send me information on products and services including new product releases, events and special offers. You may contact me by:

EMAIL ☐ _____

PHONE ☐ _____

MAIL ☐ _____

2) What other **HAAN**® products have you purchased?

_____

_____

Cut along dashed line

HAAN®
EXPERIENCE STEAM. DISCOVER CLEAN.™

Place Stamp Here

Product Registration
HAAN® Corporation
1828 William Penn Way
Lancaster, PA 17601

3) Where did you purchase your **HAAN®** product?

4) How did you hear about **HAAN®**?

5) We like to hear from our product owners. Please add any comments here:

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Lancaster, PA 17601

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